



Documentation EZLink Step-by-Step

Sending Medicaid Claim Attachments

State of Michigan Department of Community Health



**Documentation EZLink Step-by-Step  
Sending Medicaid Claim Attachments  
Michigan Department of Community Health**

<b>Table of Contents</b>
--------------------------

Accessing Documentation EZLink On-Line .....	3
Finding or Creating a Patient Record.....	4
Adding an Electronic Document to a Patient Record .....	6
Adding an Paper Document to a Patient Record .....	8
Sending Claim Attachments to MDCH .....	10
Tracking Messages.....	13
Reading and Replying to Messages from MDCH .....	14



## Documentation EZLink Step-by-Step Sending Medicaid Claim Attachments Michigan Department of Community Health

### Accessing Documentation EZLink On-Line

- 1) Enter the following address into your web browser:

<https://healthcare.covisint.com/portal/private/mdch>

- 2) Enter your username and password.
- 3) Click the **Login** button.

- 4) Select **Documentation EZLink** from the menu on the left side of your screen.



## Documentation EZLink Step-by-Step Sending Medicaid Claim Attachments Michigan Department of Community Health

### Finding or Creating a Patient Record

1) Click on the **Lookup** menu.

2) Select **Patient**.

- 1) Click on the **Lookup** menu.
- 2) Select **Patient**.

3) Type in a few letters of the patient's last name.

4) Click the **Search** button.

- 3) Type in a few letters of the patient's last name.
- 4) Click the **Search** button.

6) If the patient record does not appear a new record must be created. Click on **New**.

5) If the patient record exists in Documentation EZLink it will appear at the bottom of the screen. Click on the patient name in the resulting list to open the patient record. Skip Steps 6-8.

First Name	Last Name	Middle Name	DOB	ID #
Fred	Flintstone		01/01/2007	858766518
Pebbles	Flintstone		01/01/2007	651770085
Wilma	Flintstone		01/01/2007	579648529

- 5) If the patient record exists in Documentation EZLink it will appear at the bottom of the screen. Click on the patient name in the resulting list to open the patient record. Skip Steps 6-8.
- 6) If the patient record does not appear a new record must be created. Click on **New**.



## Documentation EZLink Step-by-Step Sending Medicaid Claim Attachments Michigan Department of Community Health

7

8

7

Save Help Logout

MDCH Main Window → Patient Search → Add Patient

**Add Patient**

**View Patient Information**

Last Name: \* Rubble Unique ID: 875520789

First Name: \* Barney Birthdate: \* 01 / 01 / 2007 (mm/dd/yyyy) 7

Middle Name: SSN: 456 - 45 - 4567

Suffix: Column Reference: Message Reference: --Select a Message Reference--

**Linked Work Lists**

All Available Work Lists: Add Work Lists Linked to this Patient: \* Remove

Intake

**Non-Viewable Comments:**

Save

\* Required field

- 7) The minimum information required to create a patient is the last name, first name and date of birth. Fill in the remaining information if you have it.
- 8) Click the **Save** button.

**Note:** The red asterisks (\*) denote required fields.



## Documentation EZLink Step-by-Step Sending Medicaid Claim Attachments Michigan Department of Community Health

### Adding an Electronic Document to a Patient Record

Save Status Auth **1** Documents Demographics Send Message Help Logout

MDCH Main Wi Flintstone, Fred

**View Patient Information**

**View Patient Information**

Last Name: \* Flintstone Unique ID: 123456789  
First Name: \* Fred Birthdate: \* 01 / 01 / 2007 (mm/dd/yyyy)  
Middle Name: SSN: 111 - 22 - 3333  
Suffix: Column Reference:  
Message Reference: --Select a Message Reference--

**Linked Work Lists**

Add Remove

- 1) Select **Documents**.

**2** Add Document E-forms Print Help Logout

Add a File  
Add By Fax  
**3** Add By Print Job

Flintstone, Fred Documents

Documents for Flintstone, Fred

Name	Type	Facility	User	Date
------	------	----------	------	------

- 2) Click on the **Add Documents** menu.
- 3) Select **Add by Print Job**.

Print Close Help

**Patient: Flintstone, Fred**

**Add a Print Job**

Document Name \* Op Notes **4**

\* Required field

**Document Tags**

Category \* MDCH Claim Attachments **5**

Recipient ID \* 0012345678

Document Type \* Attachment

Begin Date of Service \* 05/01/2009

End Date of Service \*

Billing NPI \* 123456789 **6**

Legacy Provider ID \*

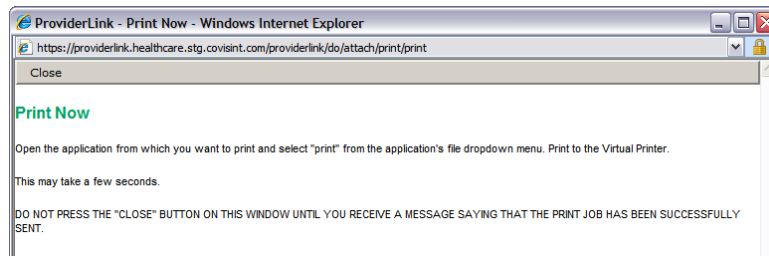
Sender Name \* Foghorn

Sender Phone \* 555-555-5555

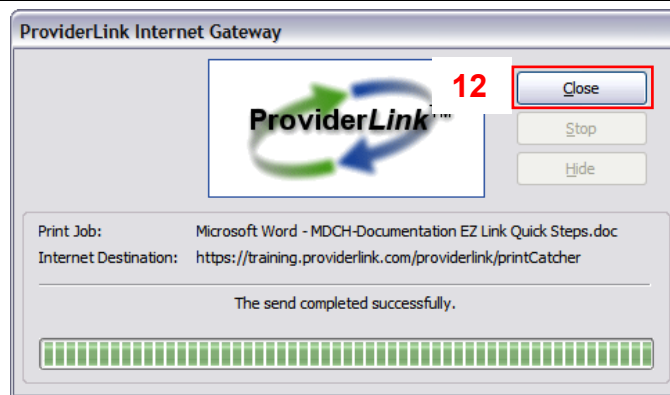
**7** Print

- 4) Name the document.
- 5) Select **MDCH Claim Attachments** from the Category list.
- 6) Enter the required information.
- 7) Click the **Print** button.

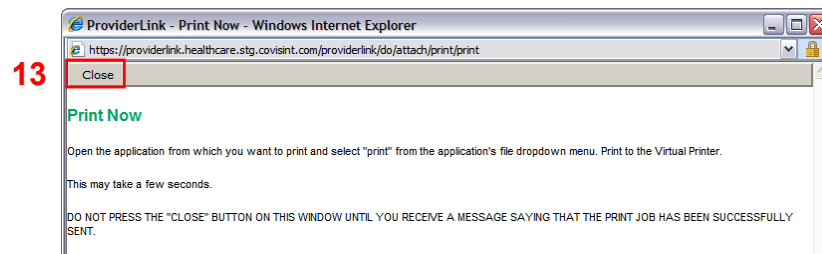
**Note:** The red asterisks (\*) denote required fields.



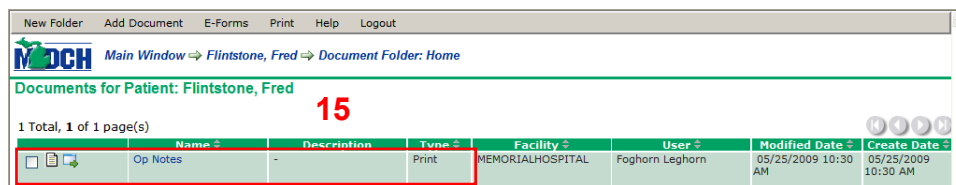
- 8) The **Print Now** window must remain open until you have printed the document.
- 9) Open the program containing the document you wish to attach to the patient record.
- 10) Print the document.
- 11) Select the **ProviderLink Printer**.



- 12) Click the **Close** button.



- 13) Switch to the **Print Now** window.
- 14) Select Close.



- 15) The document is now attached to the patient record. Note the **Type** shows **Print**.



## Documentation EZLink Step-by-Step Sending Medicaid Claim Attachments Michigan Department of Community Health

### Adding an Paper Document to a Patient Record

Save Status Auth 1 Documents Demographics Send Message Help Logout

MDCH Main W Flintstone, Fred

**View Patient Information**

**View Patient Information**

Last Name: \* Flintstone Unique ID: 123456789  
First Name: \* Fred Birthdate: \* 01 / 01 / 2007 (mm/dd/yyyy)  
Middle Name: SSN: 111 - 22 - 3333  
Suffix: Column Reference: Message Reference: --Select a Message Reference--

**Linked Work Lists**

Add Remove

- 1) Select **Documents**.

2 Add Document E-forms Print Help Logout

3 Flintstone, Fred Documents

**Documents for Patient: Flintstone, Fred**

Name	Type	Facility	User	Date
------	------	----------	------	------

- 2) Click on **Add Document**.
- 3) Select **Add by Fax**.

Print Close Help

**Patient: Flintstone, Fred**

**Add a Print Job**

Document Name \* Op Notes 4

\* Required field

**Document Tags**

Category \* MDCH Claim Attachments 5

Recipient ID \* 0012345678

Document Type \* Attachment

Begin Date of Service \* 05/01/2009

End Date of Service

Billing NPI \* 123456789 6

Legacy Provider ID

Sender Name \* Foghorn

Sender Phone \* 555-555-5555

Print 7

- 4) Name the document.
- 5) Select **MDCH Claim Attachments** from the Category list.
- 6) Enter the required information.
- 7) Click the **Print** button.

**Note:** The red asterisks (\*) denote required fields.





## Documentation EZLink Step-by-Step Sending Medicaid Claim Attachments Michigan Department of Community Health

8 **Print** **Close** 9

**Fax Cover**

10 **Fax to: 1-800-563-9620**

All pages (up to 40 pages) following this cover page will become a document on patient:  
**Flintstone, Fred**  
This document will be named:  
**Op Notes**



\*4QKRAN\*

- 8) Select **Print**.
- 9) Select **Close**.
- 10) Place the printed Fax Cover Page on top of your paper document.
- 11) Fax it to the number listed at the top of your Fax Cover Page.

**Note:** Make sure the bar code on the Fax Cover Page is clearly legible with no streaks.

New Folder Add Document E-Forms Print Help Logout

MDCH Main Window ⇒ Flintstone, Fred ⇒ Document Folder: Home

Documents for Patient: Flintstone, Fred

12

1 Total, 1 of 1 page(s)

	Name	Description	Type	Facility	User	Modified Date	Create Date
<input type="checkbox"/>	Op Notes	-	Fax	MEMORIALHOSPITAL	Foghorn Leghorn	05/25/2009 10:30 AM	05/25/2009 10:30 AM

- 12) The document is now attached to the patient record. Note the **Type** shows **Fax**.



## Documentation EZLink Step-by-Step Sending Medicaid Claim Attachments Michigan Department of Community Health

### Sending Claim Attachments to MDCH

- 1) Click on the – **Select a Quick Lookup** – drop down list. (**MDCH-Institutional Claims Attachment** or **MDCH-Professional Claims Attachment**)
- 2) Select the appropriate type of claim you are submitting.

- 3) From the patient record select the claim type you added in Step 2. (**MDCH-Institutional Claims Attachment** or **MDCH-Professional Claims Attachment**)



## Documentation EZLink Step-by-Step Sending Medicaid Claim Attachments Michigan Department of Community Health

Send Templates Print Help Logout

MDCH Main Window ⇒ Flintstone, Fred ⇒ Create Message

Create Message for Patient: Flintstone, Fred DOB: 01/01/2007

To Recipients: \* -- Select Recipients --  
MDCH - Institutional Claims Attachments - Online

From Mailbox: Main

Documents To Attach: Op Notes05/25/2009 09:30 AM Browse **4**

Subject: 01/01/2001 123456789 **5**

Message: **6**

Send **7**

\* Required field

- 4) Click the Browse button and select the desired documents from the list. Once selected the documents will appear in the **Documents to Attach:** area.
- 5) Enter the date of service (mm/dd/yyyy) followed by your Billing NPI in the **Subject** line. (e.g. 09/05/2006 123456789)
- 6) Add text in the **Message** area if you have special instructions for MDCH.
- 7) Click the Send button.

**Note:** Multiple documents can be selected in Step 4. Repeat the step if you did not select all of the documents the first time.

**Note:** Documents can be removed from the message by double clicking them in the Documents to Attach: area.



## Documentation EZLink Step-by-Step Sending Medicaid Claim Attachments Michigan Department of Community Health

The screenshot shows the MDCH EZLink interface for patient 'Rubble, Barney'. The 'View Patient Information' section displays fields for Last Name, First Name, Middle Name, Suffix, Unique ID, Birthdate, SSN, Column Reference, and Message Reference. The 'Linked Work Lists' section shows 'All Available Work Lists' and 'Work Lists Linked to this Patient'. The 'Intake' button is highlighted with a red box and the number 8. The 'Remove' button is highlighted with a red box and the number 9. The 'Save' button is highlighted with a red box and the number 10. The 'Status' section shows various dates and counts. The 'Linked Mailboxes' section shows a list of mailboxes.

View Patient Information	
Last Name: *	Rubble
First Name: *	Barney
Middle Name:	
Suffix:	
Unique ID:	875520789
Birthdate: *	01 / 01 / 2007 (mm/dd/yyyy)
SSN:	456 - 45 - 4567
Column Reference:	
Message Reference:	--Select a Message Reference--

Linked Work Lists	
All Available Work Lists:	Add
Work Lists Linked to this Patient: *	Remove
	Intake

Status	
Current Status:	None
Current Admission Date:	None
Last Discharge Date:	None
Deceased Date:	None
Last Document Added:	None
Current Authorization:	None
Next Review Date:	None
Unread Messages:	0
History Items:	2
Tasks:	0
Alerts:	0

Linked Mailboxes	
-- Select a Quick Lookup --	
MEMORIALHOSPITAL - Main	Online
MDCH - Institutional Claims Attachments	Online

- 8) Click **Intake** in the **Work Lists Linked to this Patient** area.
- 9) Click the **Remove** button.
- 10) Click the **Save** button.

**Note:** This removes the patient from your worklist but DOES NOT remove them from Documentation EZLink. You can access this patient and all associated documentation at any time by searching. (See Finding or Creating a Patient Record beginning on page 5)

**Note:** The patient will reappear on your worklist if MDCH sends you a message regarding their claim attachments.



## Documentation EZLink Step-by-Step Sending Medicaid Claim Attachments Michigan Department of Community Health

### Tracking Messages

Save Status Authorizations Documents Demographics Send Message Help Logout

MDCH Main Window → Rubble, Barney

#### View Patient Information

**View Patient Information**

Last Name: \* Rubble Unique ID: 875520789  
First Name: \* Barney Birthdate: \* 01 / 01 / 2007 (mm/dd/yyyy)  
Middle Name: SSN: 456 - 45 - 4567  
Suffix: Column Reference:  
Message Reference: --Select a Message Reference--

**Linked Work Lists**

All Available Work Lists: Add Work Lists Linked to this Patient: \* Remove

Intake

**Status**

Current Status: None  
Current Admission Date: None  
Last Discharge Date: None  
Deceased Date: None  
Last Document Added: None  
Current Authorization: None  
Next Review Date: None

**Linked Mailboxes**

-- Select a Quick Lookup --  
MEMORIALHOSPITAL - Main Online (f)  
MDCH - Institutional Claims Attachments Online (f)

Unread Messages: 0  
History Items: 2  
Tasks: 0  
Alerts: 0

Save

1) Click on History Items.

Audit Trail Print Help Logout

MDCH Main Window → Rubble, Barney → History

#### Message History for Patient: Rubble, Barney

2 Total, 1 of 1 page(s)

Date Sent	User	To	From	Subject	Read	Reply
05/24/2007 9:48 AM	Andy Stahlbusch	MEMORIALHOSPITAL - Main	MDCH	RE:05/24/2006 227777777		
05/24/2007 8:02 AM	FOGHORN LEGHORN	MDCH - Professional Claims Attachments	MEMORIALHOSPITAL	05/24/2006 227777777		

2) If there is information in the Read column, MDCH has read the message.

**IMPORTANT:** DO NOT click on the Subject to open the message if it has not been read by MDCH. This will mark the message as being read by you and thus will NOT register when MDCH opens it.

**Note:** Newer messages appear at the top of the list.



## Documentation EZLink Step-by-Step Sending Medicaid Claim Attachments Michigan Department of Community Health

### Reading and Replying to Messages from MDCH

New Lookup Print Refresh Help Logout

MDCH Unread Messages: 1 Patients: 1 Tasks: 0 Facility: MEMORIALHOSPITAL  
Reviews Due: 0 Alerts: 0 View: Intake User: FLEGHORN

Current View: Patient List  
1 Total, 1 of 1 page(s)

Patient	ID	Reference	Tasks	Status	Auths	Next	Unread	Documents
Rubble, Betty			-	None	None		1	05/24/2007

- 1) Click on the red number in the **Unread** column.

**Note:** Patients will reappear on your worklist if MDCH replies to your message regarding their claim attachments.

Help Logout

MDCH Main Window ⇒ Rubble, Betty ⇒ Unread

Unread Messages for Patient: Rubble, Betty

Date	From	To	Subject	
05/24/2007 11:04 AM	MDCH - Professional Claims Attachments	Main	RE:09/05/2006 227777777	0

- 2) Click on the subject of the message.

Reply Forward Mark Unread Contact Auth Print Help Logout

MDCH Mail 4 ⇒ Rubble, Betty ⇒ Unread ⇒ View Message

View Message for Patient: Rubble, Betty

To: Facility: MEMORIALHOSPITAL Main DOB: 01/01/2007  
Mailbox Name: Main  
Other Reference: Online  
Connection: Online

From Mailbox: Facility: MDCH Professional Claims Attachments  
Mailbox Name: Andy Stahlbusch  
User: Andy Stahlbusch  
Unique ID: Andy Stahlbusch  
Reference: Andy Stahlbusch

05/24/2007 11:04 AM No reply requested by sender  
Message Status: Sent

Attached Documents: [Dropdown]

Subject: RE:09/05/2006 227777777

Message:  
Dear Provider:  
Thank you for submitting your claims attachments through Documentation EZLink! Unfortunately, we are unable to process your claim with this documentation at this time. Your documentation is being rejected for the following reason(s):  
\_\_\_ Missing or incomplete cover form  
\_\_\_X Missing or inadequate documentation  
\_\_\_ Attached documents missing Date of Service in document name  
\_\_\_ Message subject missing Date of Service  
\_\_\_ Other:  
Please resubmit your message with the appropriate corrections within 10 days.  
Thank you!  
MDCH

- 3) Read the response from MDCH and take the appropriate actions.
- 4) Click on the patient's name to return to the Patient Information screen.

**Note:** The patient should remain on your worklist until you address all of the issues identified.



## Documentation EZLink Step-by-Step Sending Medicaid Claim Attachments Michigan Department of Community Health

Save Status Authorizations Documents Demographics Send Message Help Logout

**MDCH** Main Window → Rubble, Betty

### View Patient Information

**View Patient Information**

Last Name: \* Rubble Unique ID: Birthdate: \* 01 / 01 / 2007 (mm/dd/yyyy)  
First Name: \* Betty SSN: Column Reference: Message Reference: --Select a Message Reference--  
Middle Name: Suffix: --Select a Message Reference--

**Linked Work Lists**

All Available Work Lists: Add Work Lists Linked to this Patient: \* Remove  
Intake

**Status**

Current Status: None  
Current Admission Date: None  
Last Discharge Date: None  
Deceased Date: None  
Last Document Added: 05/24/2007  
Current Authorization: None  
Next Review Date: None  
Unread Messages: 0  
History Items: 2  
Tasks: 0  
Alerts: 0

**Linked Mailboxes**

-- Select a Quick Lookup --  
MEMORIALHOSPITAL - Main Online  
MDCH - Professional Claims Attachments Online

Save

- 5) Resolve any issues identified by MDCH.
- 6) Click on **History Items**.

Audit Trail Print Help Logout

**MDCH** Main Window → Rubble, Betty → History

### Message History for Patient: Rubble, Betty

2 Total, 1 of 1 page(s)

Date Sent	User	To	From	Subject	Read	Reply
05/24/2007 11:04 AM	Andy Stahlbusch	MEMORIALHOSPITAL - Main	MDCH	RE:09/05/2006 227777777	0	05/25/2007 6:53 AM
05/24/2007 11:03 AM	FOGHORN LEGHORN	MDCH - Professional Claims Attachments	MEMORIALHOSPITAL	09/05/2006 227777777	1	05/24/2007 11:04 AM

- 7) Click on the subject of the message from MDCH.



## Documentation EZLink Step-by-Step Sending Medicaid Claim Attachments Michigan Department of Community Health

8

Reply Forward Mark Unread Contact Auth Print Help Logout

MDCH Main Window → Rubble, Betty → History → View Message

View Message for Patient: Rubble, Betty

DOB: 01/01/2007

To:	Facility: MEMORIALHOSPITAL Mailbox Name: Main Other Reference: Connection: Online	From Mailbox:	Facility: Mailbox Name: User: Unique ID: Reference:	MDCH Professional Claims Attachments Andy Stahlbusch
-----	--	---------------	---	---

05/24/2007 11:04 AM No reply requested by sender  
Message Status: Sent Read By: FOGHORN LEGHORN 05/25/2007 6:53 AM

Attached Documents:

Subject: RE:09/05/2006 22777777

Message:  
Dear Provider:

Thank you for submitting your claims attachments through Documentation EZLink! Unfortunately, we are unable to process your claim with this documentation at this time. Your documentation is being rejected for the following reason(s):

- ☐ Missing or incomplete cover form
- ☒ Missing or inadequate documentation
- ☐ Attached documents missing Date of Service in document name
- ☐ Message subject missing Date of Service
- ☐ Other:

Please resubmit your message with the appropriate corrections within 10 days.

Thank you!  
MDCH

8) Click Reply.

Send Templates Print Help Logout

MDCH Main Window → Patient Search → Rubble, Betty → View Message History → View Message → Create Message

Create Message for Patient: Rubble, Betty DOB: 01/01/2007

To Recipients: \* -- Select Recipients --  
MDCH - Professional Claims Attachments - Onli

From Mailbox: Main

Documents To Attach:

Subject: RE:RE:09/05/2006 123456789

Message:

10

-----You are replying to the following message-----  
Subject: RE:09/05/2006 22777777  
Sent: 05/24/2007 11:04 AM  
Text: Dear Provider:  
Thank you for submitting your claims attachments through Documentation EZLink! Unfortunately, we are unable to process your claim with this documentation at this time. Your documentation is being rejected for the following reason(s):

11

Send  
\* Required field

9

9) Attach any additional documents by clicking on **Browse** button and selecting from the list.

10) Enter the text of any message you would like to send to MDCH.

11) Click the **Send** button.

**Note:** You DO NOT need to send all of the documents to MDCH again. Only attach any documentation you have made changes to or added to the patient record.





## Documentation EZLink Step-by-Step Sending Medicaid Claim Attachments Michigan Department of Community Health

Audit Trail Print Help Logout

MDCH Mail 12 Rubble, Betty History

Message History for Patient: Rubble, Betty

3 Total, 1 of 1 page(s)

Date Sent	User	To	From	Subject	Read	Reply
05/25/2007 7:13 AM	FOGHORN	MDCH - Professional Claims Attachments	MEMORIALHOSPITAL	RE:RE:09/05/2006 227777777	0 unread	
05/24/2007 11:04 AM	Andy Stahlbusch	MEMORIALHOSPITAL	MDCH	RE:09/05/2006 227777777	0 05/25/2007 6:53 AM	
05/24/2007 11:03 AM	FOGHORN	MDCH - Professional Claims Attachments	MEMORIALHOSPITAL	09/05/2006 227777777	1 05/24/2007 11:04 AM	

12) Click on the patient name.

Save Status Authorizations Documents Demographics Send Message Help Logout

MDCH Main Window Rubble, Barney

View Patient Information

View Patient Information

Last Name: \* Rubble Unique ID: 875520789

First Name: \* Barney Birthdate: \* 01 / 01 / 2007 (mm/dd/yyyy)

Middle Name: SSN: 456 - 45 - 4567

Suffix: Column Reference: Message Reference: --Select a Message Reference--

Linked Work Lists

All Available Work Lists: Add Work Lists Linked to this Patient: \* Remove 14

Intake 13

Status

Current Status: None

Current Admission Date: None

Last Discharge Date: None

Deceased Date: None

Last Document Added: None

Current Authorization: None

Next Review Date: None

Unread Messages: 0

History Items: 2

Tasks: 0

Alerts: 0

Linked Mailboxes

-- Select a Quick Lookup --

MEMORIALHOSPITAL - Main Online

MDCH - Institutional Claims Attachments Online

15 Save

13) Click **Intake** in the **Work Lists Linked to this Patient** area.

14) Click the **Remove** button.

15) Click the **Save** button.

**Note:** This removes the patient from your worklist but DOES NOT remove them from Documentation EZLink. You can access this patient and all associated documentation at any time by searching. (See Finding or Creating a Patient Record beginning on page 5)

**Note:** The patient will reappear on your worklist if MDCH sends you any additional messages regarding their claim attachments.